GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2132
ANSWERED ON:03.08.2015
Flight Delays and Cancellations
Hari Shri G.;Senguttuvan Shri Balasubramaniam

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the details of flights of public and private airlines delayed, cancelled, postponed and re-scheduled during each of the last three years and the current year along with the reasons therefor, airlinewise;

(b) the details of facilities/amenities for affected passengers along with the compensation provided to them in this regard during the said period;

(c) whether the airlines operating in the country have a fool-proof complaint redressal mechanism and if so, the details thereof; and

(d) the corrective steps taken by the Government to avoid flight delays and cancellations and make Air India the most preferred airline?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Dr Mahesh Sharma)

(a): Details of Flights cancelled & delayed as submitted by the scheduled domestic airlines from January-2012 to June -2015 is placed at Annexure - 1 & Annexure -2.
Rescheduling & postponement of flights for the day is carried out at airport level and data in this regard is not maintained by this office.

(b): The number of passengers affected & amountspenton facilitation and compensation due to cancellation & delayed of flights for the period January-2012 to June- 2105 by Scheduled domestic airlines is at Annexure -3.

(c): As per the prevailing regulation all the schedule domestic airlines are required to appoint Nodal Officer & Appellate Authority for redressal of passenger grievances in a stipulated time frame. Name of the Nodal Officer & Appellate Authority are displayed on the website of the respective websites. If the airlines fail to fulfill their obligations, the passenger may complain to the statutory bodies set up under relevant applicable laws.

(d): The steps taken by the Government are as follows:-
i) The Government has sanctioned US$ 300 Million for External Commercial Borrowing (ECB) loan which is earmarked for aircraft maintenance to improve scheduled integration and operations.

ii) The Government has also sanctioned additional cabin crew and pilots to overcome the shortage

iii) On time Performance is being monitored regularly.

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